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EXAMINER

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2614

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
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DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Response to Amendment

2. Applicant's RCE and amendment filed 2/15/07 has been entered. Claims 1, 7, and 15 have been amended. No claims have been cancelled. No claims have been added. Claims 1-20 are still pending in this application, with claims 1, 7, and 15 being independent.

Claim Rejections - 35 USC § 103

3. Claims 1-4, 7-10, and 13-18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sassin et al. (U.S. Patent 6,058,435) in view of Crowther et al. (U.S. Patent 6,771,765).

As to claims 1, 7, and 15, Sassin et al. teach an apparatus comprising:

means for receiving a first request in a first media format (voice calls) of a plurality of different media formats (col. 3, lines 12-18) via a first communication channel of a plurality of communication channels (Fig. 1, via PSTN 12), wherein each communication channel of the plurality of communication channels has an associated media format of the plurality of different media formats (col. 3, lines 38-51; col. 6, lines 1-65);

means for receiving a second request in a second media format of the plurality of different media formats (e-mail) via a second communication channel of the plurality of communication channels (Fig. 1, via Internet 23);

means for determining the media formats associated with communication channels that each agent of the one or more agents can access (col. 3, lines 22-24; col. 4, lines 37-42; col. 7, lines 20-40 and lines 54-65; col. 11, lines 40-62);

and means for assigning, in response to determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with communication channels that each agent of the one or more agents can access (col. 7, lines 20-40 and lines 54-65).

Sassin et al. does not teach determining the media formats that the agent is authorized to access.

Crowther et al. teach determining the media formats associated with the communication channels that the agent is authorized to access (col. 5, lines 50-65 - *where Crowther discussed the agent is authorized to login a computer or a telephone*; col. 3, line 55 through col. 4, line 2 - *where Crowther discussed determining the type of media the agent login to assign the task*).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Crowther into the teachings of Sassin for the purposes of authenticate the agent as a valid agent that authorized to access a particular media, as discussed by Crowther (col. 5, lines 52-65); and further to indicate that the agent is logged in and ready to handle calls.

As to claim 2, 8, and 16, Crowther et al. teach means for assigning the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents (col. 3, line 58 through col. 4, line 2).

As to claims 3, 9, and 17, Crowther et al. teach means for queuing the requests until one of the one or more agents is available to accept the requests (col. 7, lines 17-20).

As to claims 4, 10, and 18, Sassin et al. teach means for assigning the requests to the agents based on a set of rules (abstract; col. 3, line 60 through col. 4, line 5; col. 7, lines 30-40).

As to claims 13 and 14, Sassin et al. teach a computer readable storage media and a signal in a carrier medium comprising instructions to implement the method of claim 7 (Fig. 1, information distribution system; Fig. 2, dynamic skill-based router; etc.).

Claim Rejections - 35 USC § 103

4. Claims 5-6, 11-12, and 19-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sassin et al. (U.S. Patent 6,058,435) in view of Crowther et al. (U.S. Patent 6,771,765) and further in view of Miloslavsky (U.S. Patent 5,915,011).

As to claims 5-6, 11-12, and 19-20 Sassin and Crowther do not teach means for allowing an agent to decline being assigned to the first or second requests, and to route a handle the call (col. 16, line 59 through col. 17, line 49).

Miloslavsky teaches agent reroute the call to the next agent who is more qualified to handle the call (col. 16, line 59 through col. 17, line 49).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of allowing an agent to decline or route a request to another agent, as taught by Miloslavsky, in Sassin's and Crowther's systems thus making the system more efficient by allowing the customer to receive the best service from an agent who has specific skills and knowledge, and is able and ready to provide the needed service.

Response to Arguments

5. Applicant's arguments filed 2/15/07 have been fully considered but they are not persuasive. Applicant's arguments are addressed in the above claims rejections.

Applicant argues that the cited references is distinct from amend claim 1's requirement of assigning, in response to the determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with the communication channels that each agent of the one or more agent is authorized to access (Remarks, page 8). Examiner respectfully disagrees. Sassin teaches means for assigning, in response to determining, the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats associated with communication channels that each agent of the one or more agents can access (col. 7, lines 20-40 and lines 54-65 - *where Sassin discussed assigning agents is based*

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upon the communications-handling skill correlation determined at the device 44 depending incoming communication received from one of the user interfaces 14-26). And Crowther et al. teach determining the media formats associated with the communication channels that the agent is authorized to access (col. 5, lines 50-65 - *where Crowther discussed the agent is authorized to login a computer or a telephone;* col. 3, line 55 through col. 4, line 2 - *where Crowther discussed determining the type of media the agent login to assign the task. For example, voice call, assigning agent who authorized to log into a PSTN via trunk lines communication channel; for e-mails and web forms, assigning agent who authorized to log into the network interface 122 communication channel that coupled to the Internet).* The combination of the two references teaches the claimed invention.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 571-272-7489. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on 571-272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

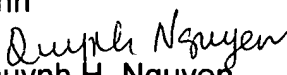
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qhn


Quynh H. Nguyen
April 10, 2007